



17 March 2020

IMPORTANT COVID-19 UPDATE – WELLNESS MEMBERS

Dear Friends,

We provide the following update to all our BallyCara Friends around our planning, preparedness and response to COVID-19. BallyCara senior management personnel continually monitor updates and liaise with health and government authorities with specific reference to supporting older people. We want to reinforce our priority is to protect and enhance the safety, health, well-being and quality of life of all members of the BallyCara community. Please see the following decisions taken by BallyCara Executive yesterday afternoon as a result of ongoing monitoring of changing circumstances regarding COVID19.

Please be aware the decisions taken and actions to be implemented are **PRECAUTIONARY** and **PREVENTATIVE** and are effective immediately.

- **Wellness program activities other than in-home services are suspended until further notice. Different arrangements that can be delivered for clients will be considered where possible.**
- **This includes group classes and hydrotherapy classes throughout the Gold Coast region**

Physical exercise and social connection are important ingredients to your health and wellbeing, and we want to encourage you to safely maintain some form of physical movement wherever possible – walking, balance and stretching daily are effective activities to continue to perform. We aim for our Wellness team to be mobile and supporting you in your environment wherever possible.

COVID-19 is a respiratory illness caused by a new virus with symptoms ranging from a mild cough to pneumonia. Some people recover easily, others may get very sick very quickly. There is evidence that it spreads rapidly from person to person. Importantly the World Health Organisation states: “Older people, and those with underlying medical problems like high blood pressure, heart problems or diabetes, are more likely to develop serious illness.”

The number one priority for us all, is to adhere to strict hygiene and handwashing procedures. This plays a significant factor in reducing the spread of – not only COVID-19 – but the impact of influenza and other forms of infection related risks.

We ask that you advise our Wellness team immediately on phone 1300 272 222 in any of the following circumstances:

1. If you are diagnosed with COVID-19 you must self-isolate at home until you have recovered.
2. If you have returned from overseas you must self-isolate at home for 14 days.
3. If you have returned from a country or region that is at moderate risk for COVID-19 you should monitor your health closely. If you develop symptoms including a fever and cough you should isolate yourself immediately and urgently seek medical attention, requesting a COVID-19 test.
4. If you have had close contact with someone diagnosed with COVID-19, you must isolate yourself in your home for 14 days after last contact with the confirmed case.

We appeal to all BallyCara friends to be alert but not alarmed with respect to the current impact and awareness of COVID-19. We will continue to keep you updated with information and decisions as they are made. We thank you for your ongoing diligence and awareness of this situation.

Kind Regards,

Marcus Riley

Chief Executive Officer

